

FIG.1

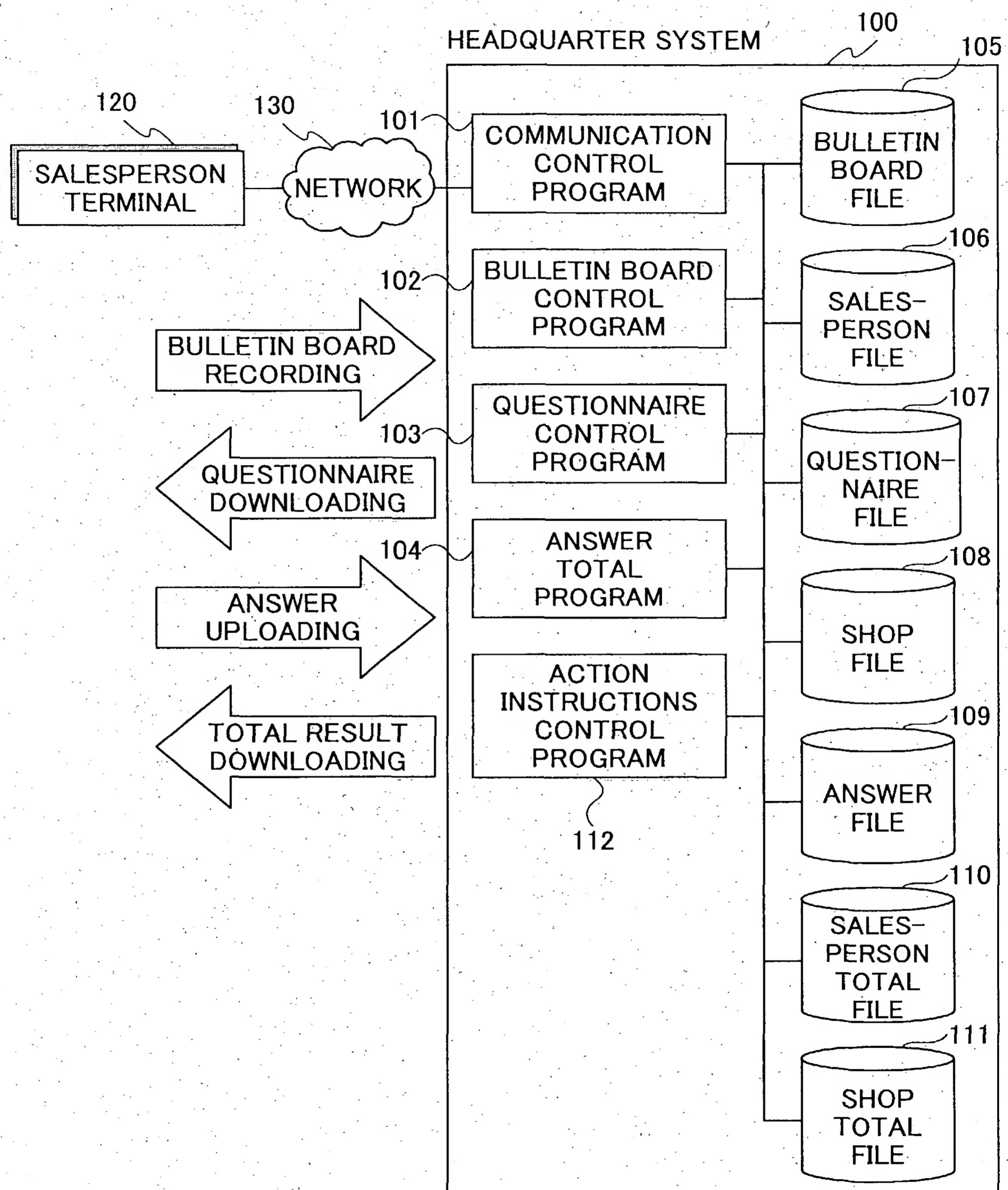


FIG.2

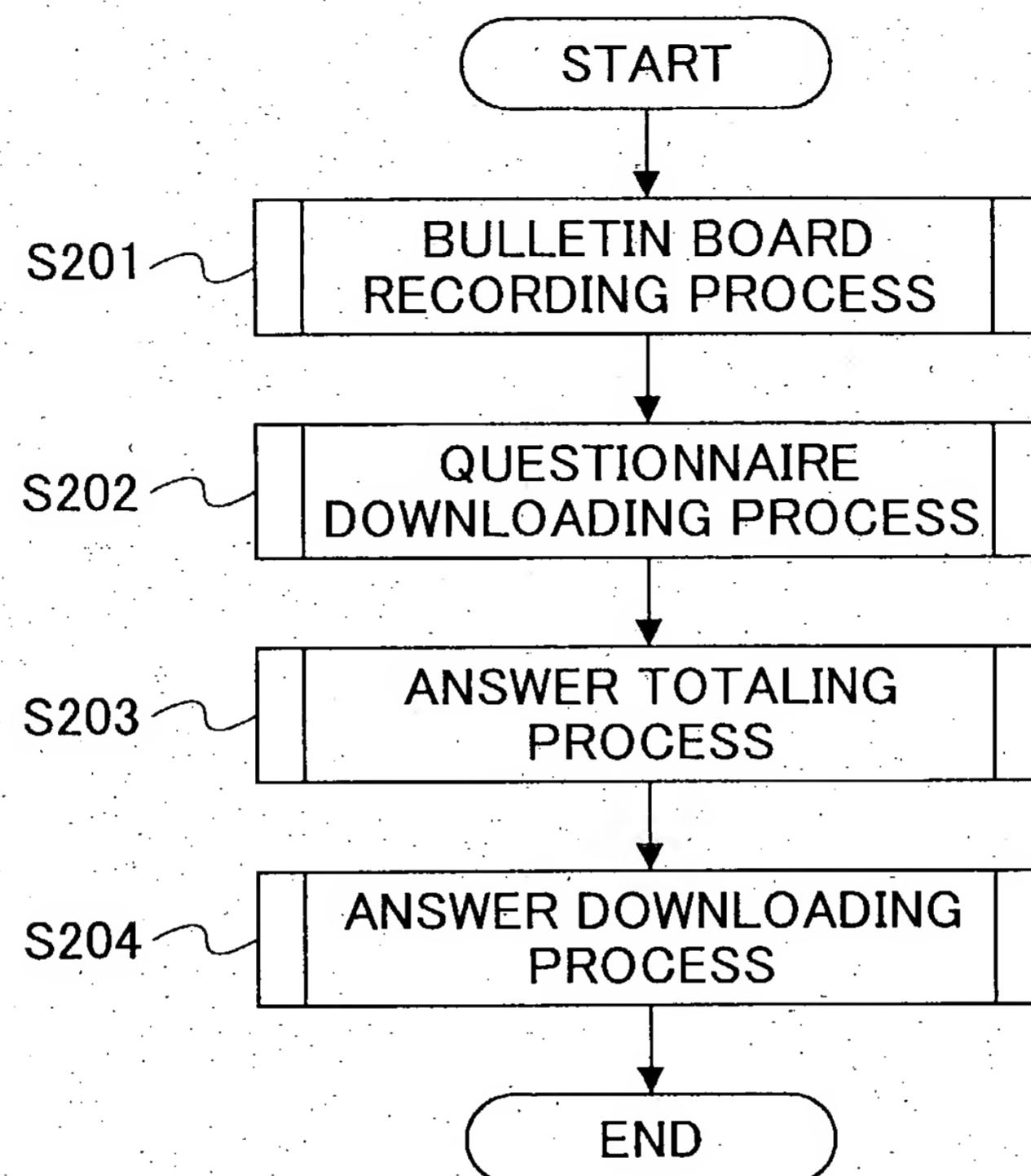
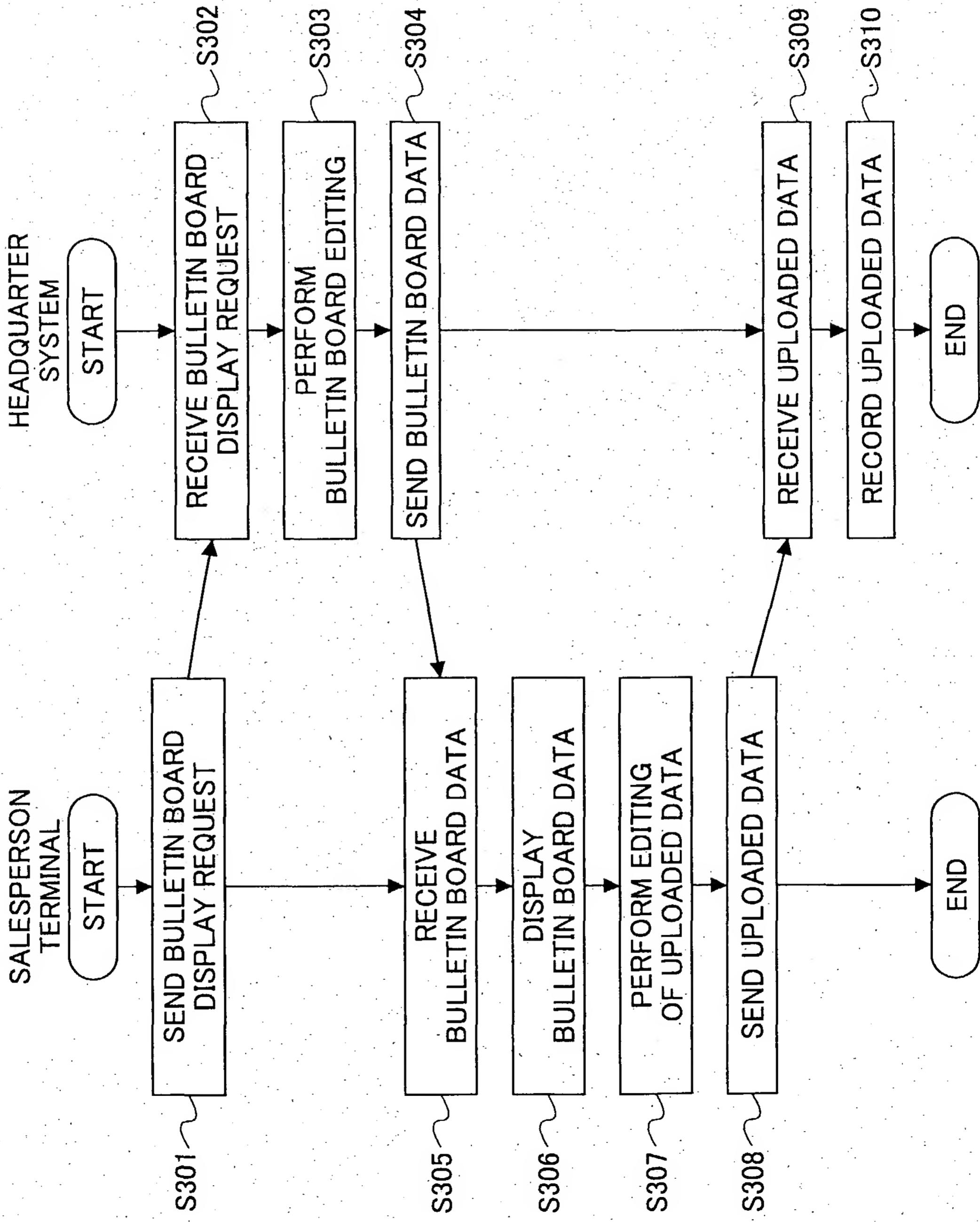


FIG.3



## FIG.4A

401

INITIAL MENU
SALESPERSON: HANAKO YAMADA
~TODAY INFORMATION~
TWO QUESTIONNAIRE REQUESTS
BULLETIN BOARD
SALES SUPPORT DATA
QUESTIONNAIRE
END

## FIG.4B

402

OPINION NO.	CONTENTS	RECORD DATE
op001	COMMENTS ON PRODUCT B	2002.07.01
op002	COMMENTS ON PRODUCT C	2002.07.02
op003	COMMENTS ON PRODUCT D	2002.07.02
	:	

FIG.5A

501

BULLETIN BOARD SCREEN

SALESPERSON: HANAKO YAMADA

- 001 COMMENTS ON PRODUCT B
- 002 COMMENTS ON PRODUCT C
- 003 COMMENTS ON PRODUCT D

RECORD

END

FIG.5B

502

BULLETIN BOARD RECORDING

SALESPERSON: HANAKO YAMADA

COMMENTS ON PRODUCT A

RECORD

CANCEL

# FIG.6

601

## BULLETIN BOARD FILE

OPINION NO.	CONTENTS	RECORD DATE
op001	COMMENTS ON PRODUCT B	2002.07.01
op002	COMMENTS ON PRODUCT C	2002.07.02
op003	COMMENTS ON PRODUCT D	2002.07.02
op004	COMMENTS ON PRODUCT A	2002.07.03
	:	

FIG.7

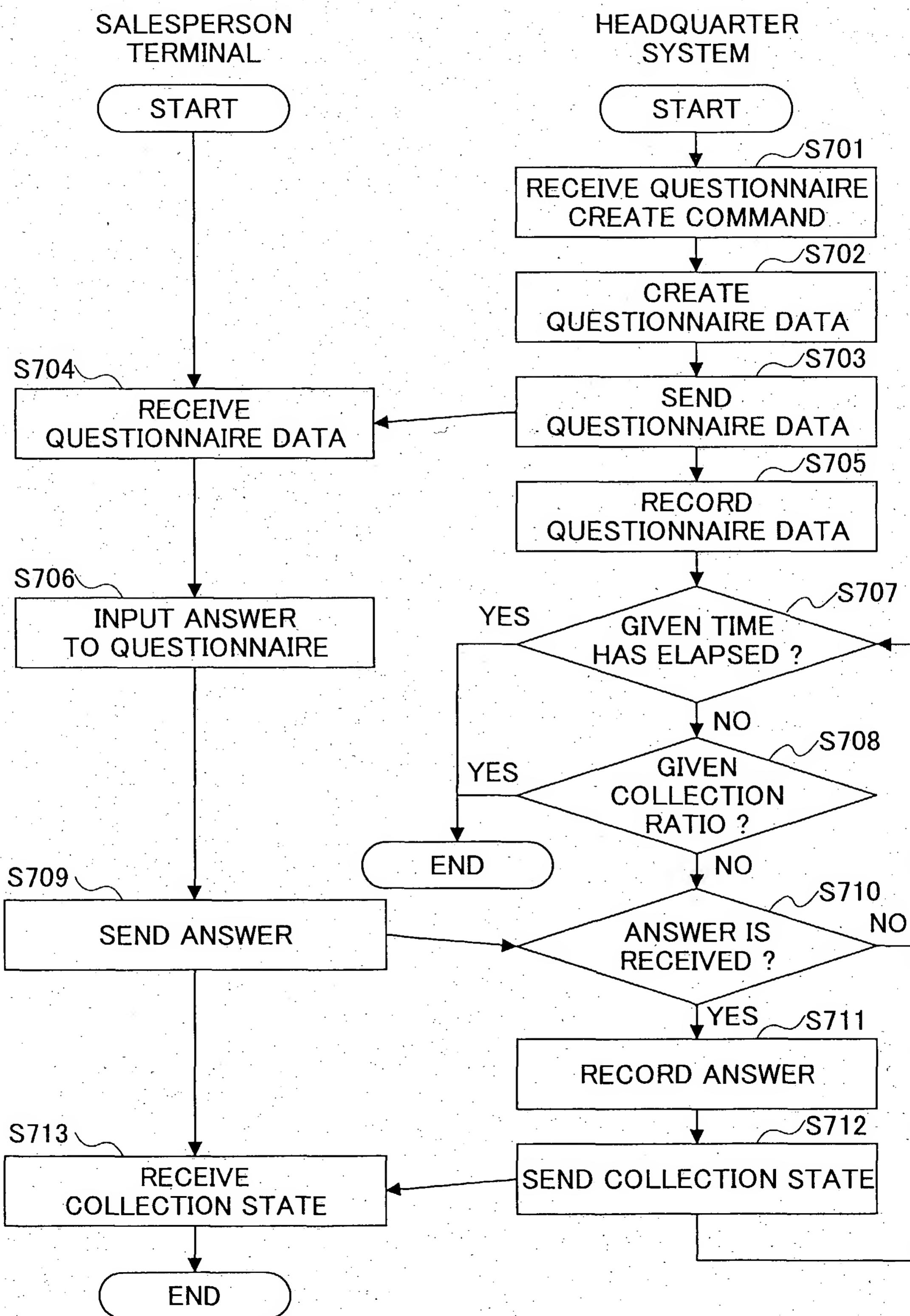


FIG.8A

801

BULLETIN BOARD SCREEN  
SYSTEM ADMINISTRATOR

- 001 COMMENTS ON PRODUCT B
- 002 COMMENTS ON PRODUCT C
- 003 COMMENTS ON PRODUCT D

QUESTIONNAIRE CREATE      END

FIG.8B

802

QUESTIONNAIRE  
SYSTEM ADMINISTRATOR

PLEASE INPUT YOUR OPINION TO THE FOLLOWING  
SUCCESS CASE:

COMMENTS ON PRODUCT B

- APPROVE
- APPROVE PARTLY
- NO COMMENT
- DISAPPROVE

SEND ANSWER      CANCEL

# FIG.9A

901

## QUESTIONNAIRE FILE

QUESTION NO.	CONTENTS	RECORD DATE
q001	ABOUT PRODUCT D	2002.06.01
q002	ABOUT PRODUCT B	2002.07.10
	:	

# FIG.9B

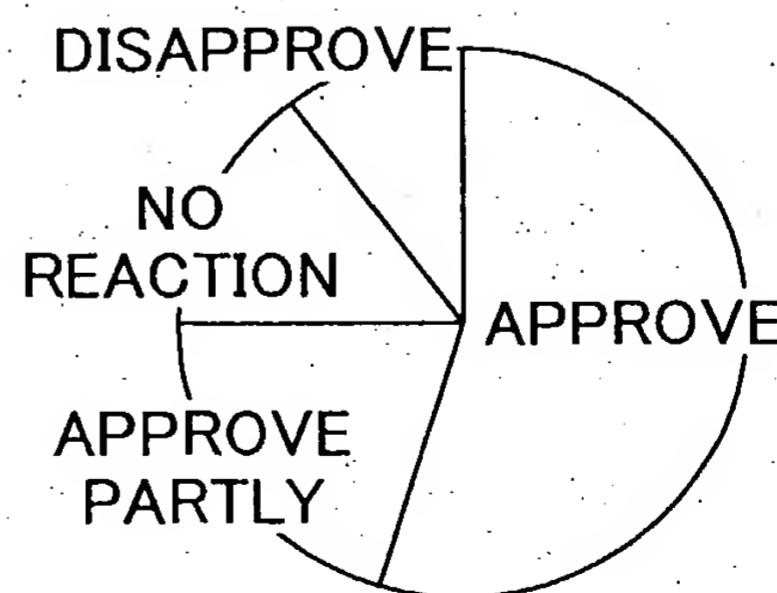
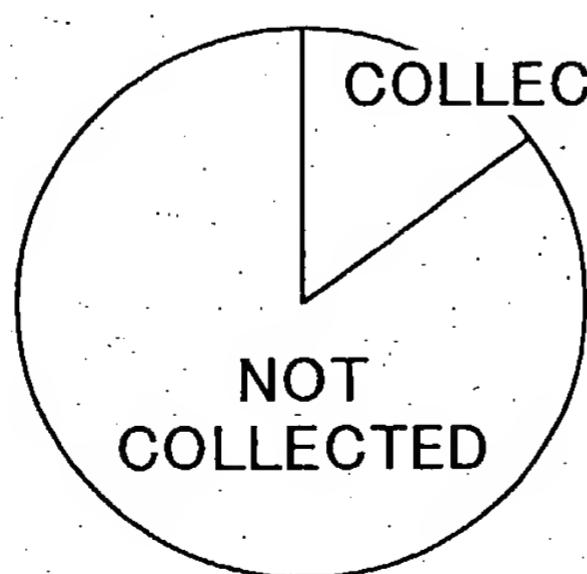
902

## COLLECTION STATE SCREEN

SALESPERSON: HANAKO YAMADA

YOU ARE 52ND PERSON WHO ANSWERED  
(AMONG 365 PERSONS)

~COLLECTION STATE~



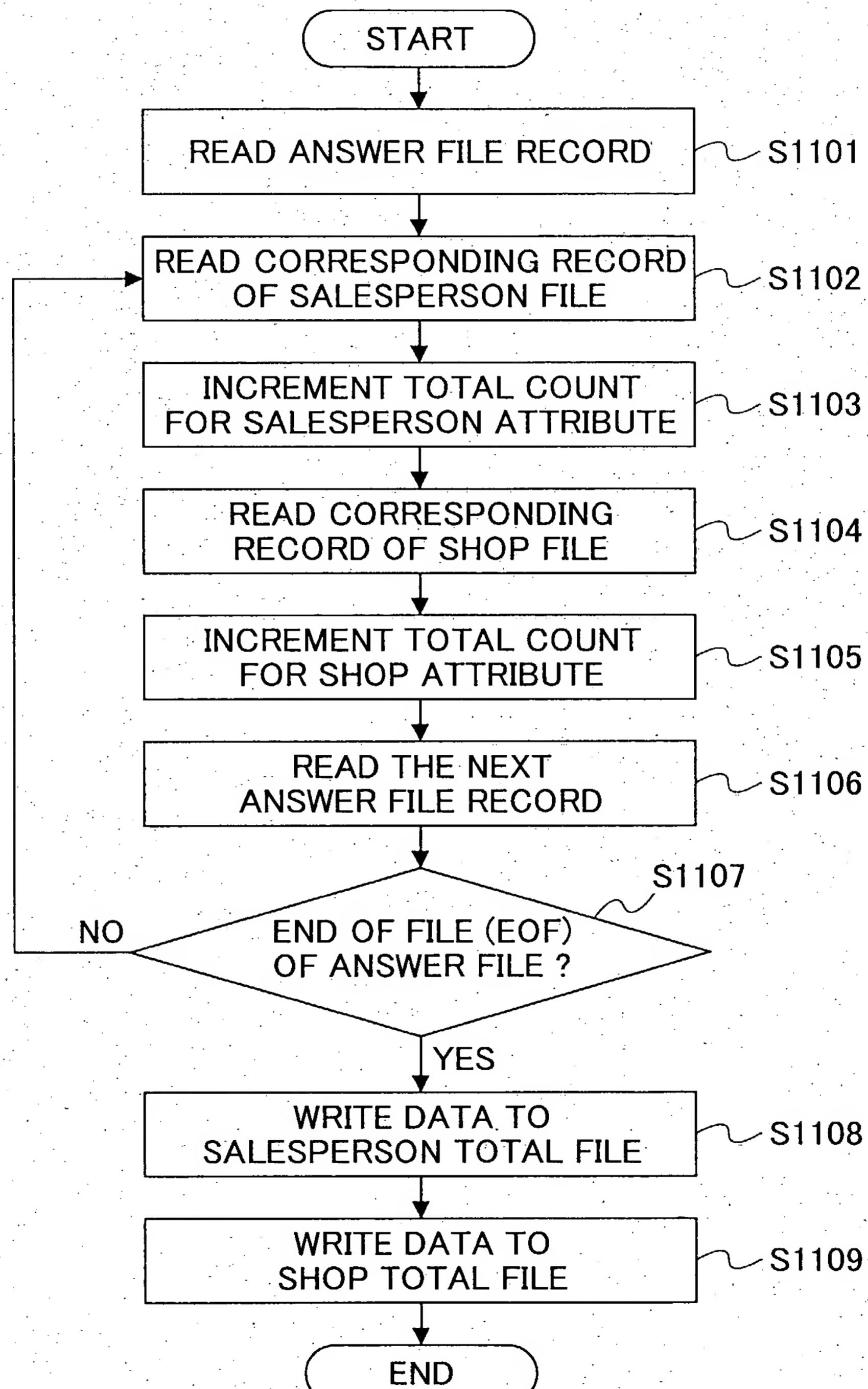
END

# FIG.10

## 1001 ANSWER FILE

ANSWER NO.	SALESPERSON NO.	ANSWER
q001	h001	APPROVE
q001	h002	APPROVE
q001	h003	APPROVE PARTLY
q001	h013	DISAPPROVE
	:	

FIG.11



1201  
SALESPERSON FILE

FIG. 12

PERSON NO.	PERSON NAME	SHOP No.	CATEGORY	SKILL	KNOWLEDGE
h001	H. YAMADA	t001	SUITS	EXCELLENT	ABOVE 20 DOMES./IMPORT
h002	M. OHKUSHI	t001	BLOUSES	GOOD	ABOVE 10 DOMES./IMPORT
h003	K. SATO	t002	COATS	LEADER	ABOVE 5 DOMES./IMPORT
h004	H. ITO	t003	SWEATERS	3 YEARS	ABOVE 3 DOMES. ONLY
h005	Y. TANAKA	t003	BOTTOMS	1-3 YEARS	ABOVE 3 IMPORT ONLY
	:				

# FIG.13

1301

SALESPERSON ATTRIBUTE TOTAL COUNT FILE

ATTRIBUTE	CONTENTS	APPR.	A.P.	N.C.	DISAPP.
CATEGORY	SUITS	50	3	5	201
	SWEATERS	152	110	5	3
	BLOUSES	201	50	3	5
	COATS	50	162	20	1
SKILL	EXCELLENT	110	5	3	152
	GOOD	152	110	5	3
	LEADER	201	50	3	5
	NEWCOMER	50	162	20	1
KNOWLEDGE	ABOVE 20	110	5	3	152
	ABOVE 10	50	3	5	201
	ABOVE 5	152	110	5	3
	OTHER	50	3	5	201
	⋮				

FIG. 14

1401 SHOP FILE

SHOP NO.	SHOP NAME	TYPE	LOCATION	CUSTOMERS	COMPETITORS
t001	A	U.DEPT.	URBAN	SENIOR	DOMES. UP
t002	B	S. DEPT.	SUBURB	UP. MIDDLE	DOMES. MID
t003	C	CMP.	MAJOR CITY	MIDDLE	DOMES. LW
t004	D	SUPR.	MINOR CITY	CARRIER	IMPORT UP
t005	E	CHAIN	LOCAL SUB.	YOUNG CA.	IMPORT MID
t006	F	PRIV.	TOWN	YOUNG	IMPORT LW
	:	:			

# FIG.15

1501

## SHOP ATTRIBUTE TOTAL COUNT FILE

ATTRIBUTE	CONTENTS	APPR.	A.P.	N.C.	DISAPP.
TYPE	U.DEPT	152	110	5	3
	S.DEPT	201	50	3	5
	CMP.	50	162	20	1
	SUPR.	110	5	3	152
LOCATION	URBAN	50	3	5	201
	SUBURB	152	110	5	3
	MAJOR C.	201	50	3	5
	MINOR C.	50	162	20	1
CUSTOMER	SENIOR	110	5	3	152
	UP. MID.	152	110	5	3
	MIDDLE	201	50	3	5
	CARRIER	50	162	20	1
COMPETIT.	DOMES. UP.	110	5	3	152
	DOMES. MID.	152	110	5	3
	DOMES. LW.	201	50	3	5
	IMPORT UP.	50	162	20	1
	⋮				

FIG.16

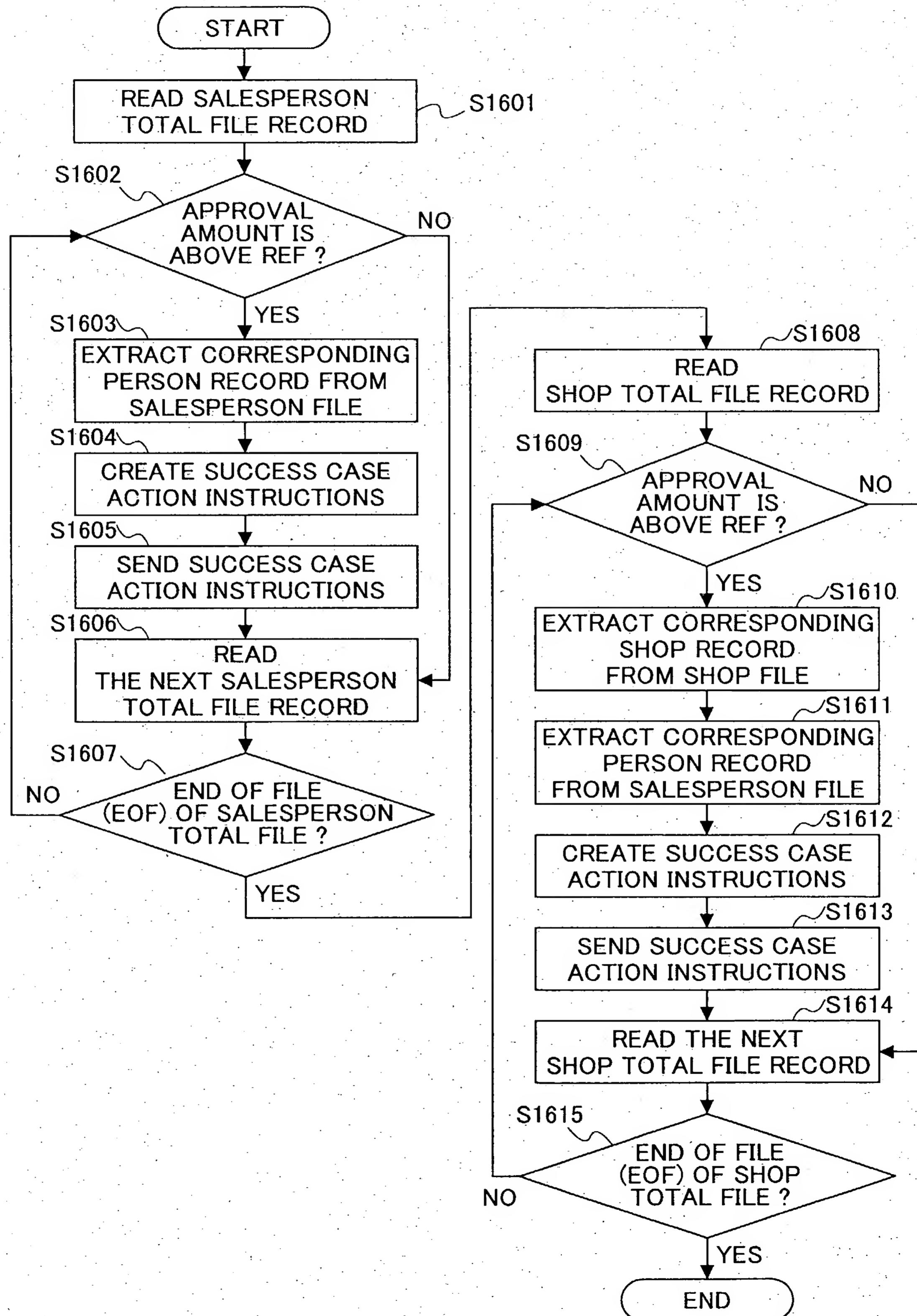


FIG.17A

1701

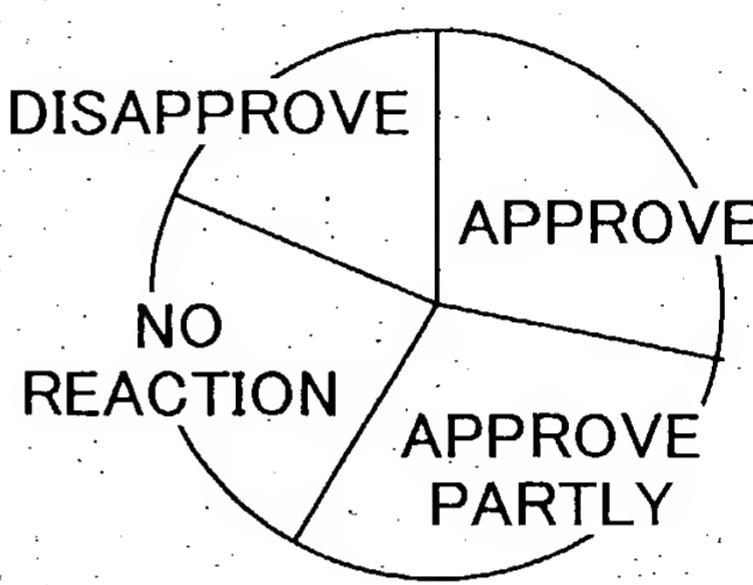
SUCCESS-CASE ACTION INSTRUCTIONS

SALESPERSON: HANAKO YAMADA

FROM RESULTS OF QUESTIONNAIRES,  
PLAN "A" WAS FOUND EFFECTIVE TO  
INCREASE SALES. ACTION TOMORROW.

Q002:  
PLAN A

ANSWERS



DISAPPROVE

NO REACTION

APPROVE

APPROVE PARTLY

GRAPH

END

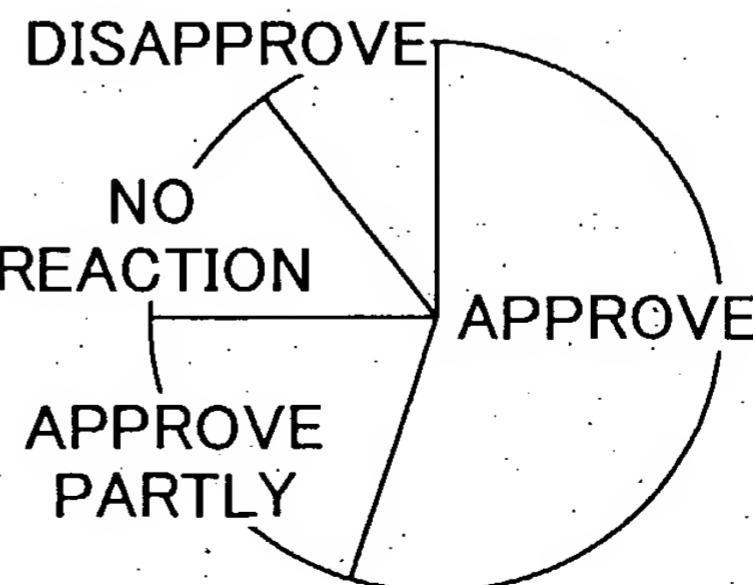
FIG.17B

1702

SUCCESS-CASE ACTION INSTRUCTIONS

SALESPERSON: HANAKO YAMADA

ANSWERS OF  
SALESPERSONS WITH  
SIMILAR SKILL



DISAPPROVE

NO REACTION

APPROVE

APPROVE PARTLY

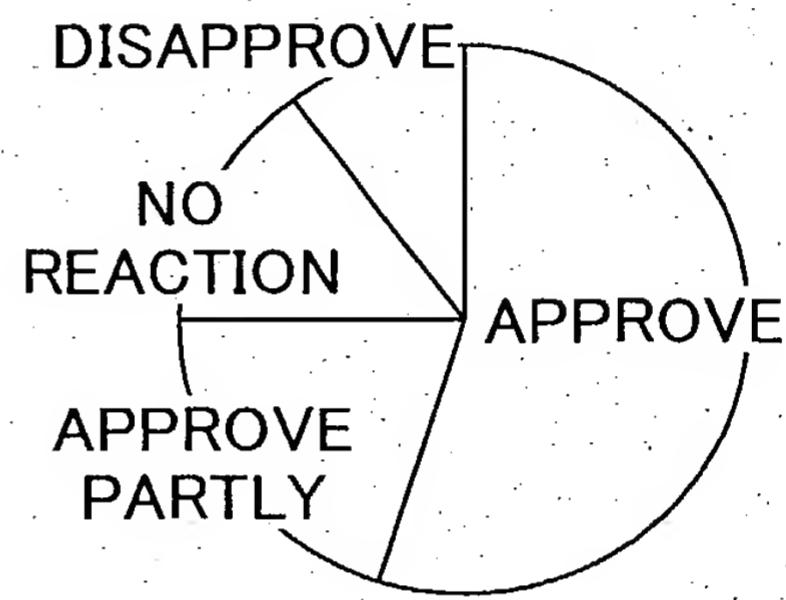
END

FIG.18

1801

SUCCESS-CASE ACTION INSTRUCTIONS  
SALESPERSON: HANAKO YAMADA

ANSWERS OF  
SALESPERSONS AT  
SHOPS OF SIMILAR SIZE



END

# FIG.19

1901

## SALES REPORT

SALESPERSON: HANAKO YAMADA

### ~OVERVIEW OF NOVEMBER 1ST WEEK SALES~

SALES	CURRENT RESULTS	PREVIOUS YEAR RESULTS	BUDGET RATIO	YEAR RATIO
SUITS	685	638	100.6%	108.2%
JACKETS	345	265	121.1%	130.2%
BOTTOMS	182	171	99.0%	106.4%
TOTAL	1,212	1,069	105.4%	113.4%

### NEW PRODUCT REPORT

#### SUCCESS CASE

PRODUCT A WITH SIGNBOARD “XXX”

#### FAILURE CASE

PRODUCT A COMBINED WITH PRODUCT B

RECORD

CANCEL

FIG.20

2001

CUSTOMER TREND

SALESPERSON: HANAKO YAMADA

NEW PRODUCT "A" IS INCREASINGLY POPULAR.  
TODAY 3 CUSTOMERS PURCHASED IT.

SELECT ANY THAT SUIT THE CASE.

SUCCESS  FAILURE  RECOMMENDED  ABOUT  
PRODUCTS  
 ABOUT SERVICE  ABOUT PREMISES  OTHERS

RECORD

CANCEL